Emergency Medical Services

Presents

EMS System Evaluation
“Developing and Utilizing Quality Indicators”

November 30, 2012
8 am – 5 pm

Contra Costa County
Schools Insurance Group
Conference Room
550 Ellinwood Way, Pleasant Hill

This program is sponsored as part of the Contra Costa County EMS Initiative for Professional Development in EMS Continuous Quality

Contra Costa EMS Agency
1340 Arnold Drive, Suite #126
Martinez, CA 94553

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Program Description
With the ever-changing healthcare environment surrounding EMS today, now more than ever, Emergency Medical Services professionals need to be able to show what their systems are doing and how well they are doing it. This is the true utility and purpose of a quality indicator.

Whether you call them benchmarks, measures, metrics, markers or indicators, understanding how to capture and present EMS system performance information is often a difficult but important task.

This one-day workshop focuses on helping CQI professionals with a very important part of their comprehensive EMS-CQI program: the closing of the gap between collecting data and acting on it. The program includes demonstrations, exercises, templates and other tools to facilitate the utilization of EMS performance oriented quality indicators.

Program Objectives
At the conclusion of this training program the participant shall:

- Receive templates and tools to help organize and define EMS data and to answer EMS system questions.
- Understand how to ask better questions in response to everyday EMS data issues.
- Be able to define and develop an indicator specification sheet (ISS) from a template.
- Understand basic statistical measures as they relate to EMS.
- Query, construct and present an appropriate quality indicator report.
- Observe demonstrations of actual indicators development and utilization in a California EMS system.

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Faculty
Lead: Craig Stroup
Craig is a member of the Contra-Costa County Quality Leadership Team. With over 30 years of experience in EMS at all levels. He has received his leadership certification in quality from the national Institute of Healthcare Improvement (IHI). Craig has published his work in the Joint Commission Journals of Quality and numerous other EMS journals. He has been appointed and participated in many state and national EMS committees charged with developing programs and indicators for quality Improvement.

Joseph Barger, M.D,
Dr. Barger is the EMS Medical Director for Contra Costa County EMS agency. Joe has been extensively involved in the development and utilization of data for EMS system and trauma evaluation. He is currently part of the leadership for the Bay Area Regional Trauma Committee and California state Trauma Advisory Group.

CEU Credits
This program is approved for up to eight (8) hours of EMS and BRN continuing education units.

Event Information
This program is designed for individuals who work in a healthcare and emergency medical services (EMS) environment as a quality leader. Participants will need a portable laptop device with charged battery unit. Basic manipulation of data and Excel-based software programs are included in the practical phase of the training. Some software as well as a training syllabus will be provided. Fee includes working lunch and other refreshments.

Classroom Location
The program will be held at the Contra Costa County Schools Insurance Group Conference Room, 550 Ellinwood Way, Pleasant Hill, CA

Date & Time
Friday November 30, 2012
8 am to 5 pm

Driving Directions
From 680 Southbound:
Take Willow Pass Road exit and at the stoplight, turn Right onto Willow Pass Road. Continue on Willow Pass and take a Left at Contra Costa Boulevard. Turn Left at Ellinwood Drive, and take a Left at Ellinwood Way. Turn Right at the first driveway into the CCCSIG parking lot.

From 680 Northbound:
Take Willow Pass Road exit and at the stoplight, turn Left onto Willow Pass Road. Continue on Willow Pass and take a Left at Contra Costa Boulevard. Turn Left at Ellinwood Drive, and Take a Left at Ellinwood Way. Turn Right at the first driveway into the CCCSIG parking lot.